

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please
file a separate Complaint Investigation Form for each
veterinarian PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Sept. 19, 2019 _____ Case Num 20-26
Da _____

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Lorna Lanman,
DVM _____

Premise Name: PetsVet Animal Hospital

Premise Address: 15808 N. El Mirage
Road _____

City: Surprise State: AZ Zip Code:
85378 Telephone: 623-910-3242

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Susan Scott

Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone: _____ Cell Telephone: _____

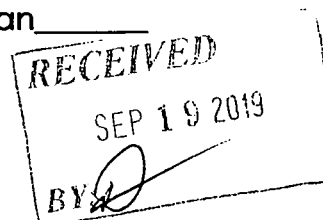
*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT
DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER
A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN
DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER
DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Kitty Scott

Breed/Species: Terrier Mix

Age: 1 Sex: F Color: Brown/tan



D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Alan McTauge

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: _____

Date: _____9/1/19_____

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

This office, knowingly performed un-necessary surgery on my puppy and then over charged me!!

On 5/22/2019, my puppy (Kitty) had her first appointment at PetsVet Animal Hospital in Surprise, AZ. She received her first DA2PP vaccine and we scheduled her next appointment for 6/12/2019. On 6/12/2019, she was to receive 2 shots and be spayed.

On 6/10/19, I had forgotten the date of the next appointment so I went to PetsVet Animal Hospital to verify the appointment date and time. I also asked for an estimate of the cost for the surgery and shots.

\$20 for Rabies + \$22 for the DA2PP + \$330 for the spay = \$372

On 6/12/19, I took Kitty into PetsVet Animal Hospital at 8:00am. According to the paperwork I received surgery would not be complete until after noon and I should plan I picking her up around 4pm. I did explain to the veterinarian and vet tech, at both visits, that I had recently found Kitty abandoned at the corner gas station. I did not know her age, breed or if she had been spayed or received any shots. The vet tech asked if I wanted Kitty to receive IV Fluids while she was in surgery and I said yes. I requested that Kitty be micro-chipped as well.

\$60 for IV Fluids, \$35 - Micro Chip = Total \$467.

At about 10 am, I received a call from PetsVet asking me if Kitty had been through her first heat. I explained again, that I had just found Kitty approximately 3 weeks ago but she has not been in heat since I found her. I found this to be an odd question to call and ask while performing surgery on my puppy. The next phone call I received was around 11:30am telling me that Kitty was recovering from surgery. I asked how she was and I was told "She is doing well; she was actually already spayed." I asked "Can I pick her up now?", assuming that surgery was not performed. It was then that I was informed that, no, they did in fact perform surgery on my puppy. They "did not see a scar or any tattoo dye to indicate any surgery had been done to her in the past. We changed it to exploratory surgery."

I had checked her tummy after I found her looking for a scar and because of her hair, I did not see one. When she came home from PetsVet Animal Hospital on 6/12/2019, I most definitely saw the scar from her first surgery!!!!

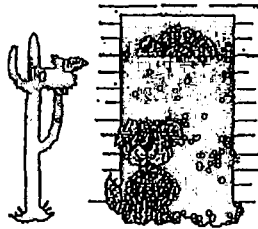
I believed I had taken my puppy to a licensed veterinarian; this person was supposed to have been in practice 46 years and is supposed to have

experience!! The bill from PetsVet Animal Hospital was \$800.21! Why? The cost to have her spayed was only supposed to be \$330! Then it was explained that I was given a generous \$350 discount! This made the bill \$450.21!!! That was what the total was supposed to be in the first place!!!

I want to be reimbursed for the monies I paid to the PetsVet Animal Hospital for the unnecessary surgery they performed on my puppy! I also want Lora Lanman, DVM to have her license taken away! This is malpractice, animal cruelty and she and her office staff are thieves! Her and her staff should not be allowed to treat another animal for the rest of their lives!!!!

20-26

received
10/11/19



Your
PETS VET
Animal Hospital and Mobile Service
15808 N El Mirage Rd
Surprise, AZ 85378
PH: (623) 910-3242
Fax: (623) 974-4775

Lorna Lanman, DVM

Susan Scott brought her dog in for an ovariohysterectomy surgery and vaccinations on 6/12/2019. Our usual protocols for surgery were followed and a full vaccine examination was performed since the owner requested her vaccines be done at the same time as the surgery. Our usual surgical preparation and anesthesia was performed and no scar was noted, so a midline abdominal incision was made to do a routine ovariohysterectomy. When the uterus was not found by usual spay hook technique, and before I extended the surgical site, I asked one of our technicians to call the owner and ask if she had ever seen the dog come into heat since she had obtained the dog, thinking if she had seen a heat then there must be a uterus present. When the owner said she had not seen a heat cycle, I extended the incision in order to better visualize the abdomen so as not to miss finding the uterus.

The abdomen was explored in order to better view the uterus or confirm that the uterus and ovaries had already been removed. No uterus or ovaries were found and abdominal closure was initiated. The linea alba was sutured with simple interrupted 4-0 PDS sutures. The skin was closed with 4-0 subcuticular skin sutures. The recovery was uneventful and appropriate pain medications were administered. The owner was called and advised that the dog had already been spayed, but we did not know this until we explored the abdomen as no spay scar was visible and no tattoo ink was in the area of a spay incision. The surgical incision was much longer than a normal OVH incision so if there was any spay scar it would have been included in the surgical incision that was made that day of the exploratory, thus, the owner would only see the skin incision from that day.

Signed,

Lorna Lanman, DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Carolyn Ratajack
Jarrod Butler, DVM
Steven Seiler

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Dawn Halbrook – Compliance Specialist
Mary Williams - Assistant Attorney General

RE: Case: 20-26
Complainant(s): Susan Scott
Respondent(s): Lorna Lanman, D.V.M. (License: 3480)

SUMMARY:

Complaint Received at Board Office: 9/19/19
Committee Discussion: 12/3/19
Board IIR: 1/15/20

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On June 12, 2019, "Kitty," a 1-year-old female Terrier mix was presented to Respondent to be spayed and vaccinated. Complainant found the dog as a stray and explained that she did not know if the dog had been previously spayed.

The dog was anesthetized, no spay scar was seen and Respondent entered the dog's abdomen. Respondent did not find the uterus therefore she enlarged the incision to look further. No reproductive organs were found and the dog's abdomen was closed.

Complainant was noticed and appeared.

Respondent was noticed and appeared telephonically. Counsel, W. Reed Campbell, appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Susan Scott*
- Respondent(s) narrative/medical record: *Lorna Lanman, DVM*

PROPOSED 'FINDINGS of FACT':

1. On May 22, 2019, the dog was presented to Dr. Dorto, Respondent's associate, to be examined. Complainant reported that she had found the dog 3 months ago at a gas station, no microchip was found and the dog has been doing well, except for licking her paws. Dr. Dorto examined the dog and found a weight = 15.2 pounds, a temperature = 101.9 degrees, a pulse rate = 120bpm and a respiration rate = 50rpm; all systems were normal and Dr. Dorto estimated the dog to be approximately 1-year-old. He suspected the dog had a food intolerance. The dog was vaccinated with DA2PPV and Complainant was instructed to schedule an appointment to get a booster and rabies vaccine in 3 weeks, as well as changing the dog's diet to rabbit/pumpkin.
2. Complainant stated that she scheduled the next appointment for June 12, 2019 for the dog to be spayed and vaccinated.
3. On June 10, 2019, Complainant went to Respondent's premises to verify the dog's appointment and get an estimate of fees (\$372).
4. On June 12, 2019, Complainant dropped off the dog at Respondent's premises. She was asked if she wanted IV fluids; she responded yes, and that she wanted the dog microchipped as well (new estimate of fees = \$467).
5. Upon exam, the dog had a weight = 14.6 pounds, a temperature = 101.8 degrees, a heart rate = 150bpm, and a respiration rate = 50rpm. An IV catheter was placed and the dog was started on Normosol-R IV fluids (100mLs received?). The dog was pre-medicated with atropine and hydromorphone SQ; induced with telazol and torbugesic IV (Cerenia and Pen B were also administered at that time); and maintained on isoflurane and oxygen.
6. The dog was clipped and prepped – midline incision was made, spay hook technique performed with multiple attempts to find the uterus, no uterus was found. Respondent asked staff to call Complainant to see if she had seen the dog in heat; Complainant said she had not. Respondent elongated the incision and performed an exploratory to ensure there was no uterus or ovaries present. No reproductive organs were found and Respondent closed the dog's abdomen. The dog recovered and was administered acepromazine and torbutrol IV and DA2ppv and rabies vaccines.
7. Complainant was contacted and advised the dog was recovering from surgery, doing well and that she had already been spayed. She was further told that no scar or markings were noted prior to surgery indicating the dog had already been spayed therefore an exploratory was performed.
8. Prior to discharge, the dog was administered meloxicam and hydromorphone and later discharged with Tramadol and Novox. When Complainant picked up the dog, she was upset at the fees being charged since the dog was already spayed. Staff explained the process, however Complainant was still upset. Respondent discounted the fees further due to Complainant's frustration (total bill = \$400.21).

9. Complainant stated after getting home she was able to see a scar from the dog's first surgery. Respondent commented in her narrative that they did not see a scar or markings indicating the dog had been spayed. The surgical incision was much longer than a normal spay incision therefore if there was a spay scar, it would have been included in the surgical incision that was made the day of the exploratory; Complainant would only see the skin incision from that day.

COMMITTEE DISCUSSION:

The Committee discussed that the dog was a stray – the picture Complainant presented did not show with certainty that there was a spay scar present as it was high up on the abdomen. There was no indication of suture material when the incision was made into the abdomen by Respondent nor was a tattoo present. The Committee did not feel that enlarging the incision was detrimental as that sometimes occurs when reproductive organs are not able to be found immediately; it does not mean that the procedure has changed. The dog had been spayed.

The Committee further discussed that whether or not you can see a surgery scar does not mean the pet has been spayed. A scar could be present due to a C-section or a foreign body surgery. There is not a way Respondent could tell for sure if the dog had been spayed or not.

Some Committee members expressed concerns that Respondent did not offer alternatives other than performing surgery on the dog; possibly just waiting to see if the dog would go into heat. However, they did not feel it rose to the level of a violation.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

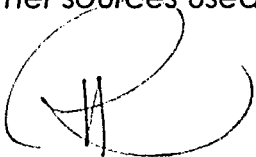
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.



Tracy A. Riendeau, CVT
Investigative Division